



GLEN EIRA
CITY COUNCIL

GLEN EIRA CITY COUNCIL

Better Streets, Better Places — Centre Road, Bentleigh

Engagement Report

MAY 2025

BENTLEIGH

BENTLEIGH EAST

BRIGHTON EAST

CARNEGIE

CAULFIELD

ELSTERNWICK

GARDENVALE

GLEN HUNTLY

MCKINNON

MURRUMBEENA

ORMOND

ST KILDA EAST

Executive summary

Our *Better Streets, Better Places* program is making our streets safer, more lively and easier to get around.

Better Streets, Better Places is delivering a wide variety of pedestrian-focused improvement projects in Glen Eira's activity centres. This includes upgrades to amenities like street furniture, footpaths, car parks and signs — and green space and gardens, including new plantings and street trees.

Centre Road is at the heart of Bentleigh Major Activity Centre (MAC) and an important hub for the Glen Eira community.

We're improving the shopping strip along Centre Road from Rose Street (west) to Jasper Road (east) with refreshed landscaping and upgraded public seating.

How we engaged

Community engagement took place over a four-week period from 31 March to 27 April 2025.

We asked the community to share their feedback on the concept plan for upgrades to garden beds, public seating, and other street improvements on Centre Road in Bentleigh.

Opportunities for community feedback included:

- a Have Your Say Glen Eira web page with an online survey and quick poll
- email submissions
- an in-person engagement pop-up in Centre Road, Bentleigh.

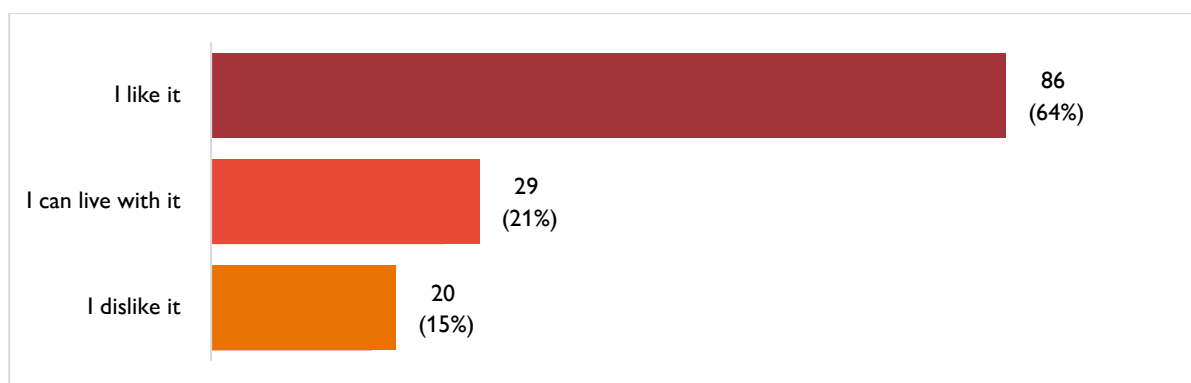
What we heard

In total we received **248** pieces of feedback, comprised of:

- 113 survey submissions
- 135 quick poll votes.

Community sentiment

Through a quick poll, we asked the community how they feel about the proposed street improvements on Centre Road. The quick poll received 135 votes — with 64 per cent voting for 'I like it'.



We asked the community how they feel about the proposed improvements to **garden beds, street trees, and public seating areas**. This question asked respondents to make a rating from 1–5. The average rating was 3.6 out of 5.



3.6 average

We asked for additional suggestions to inform the proposed street improvements.

- 🙌 **Project support:** 46% expressed support for the proposed street improvements
- ⚖️ **Other priorities:** 29% raised suggestions for additional street improvements, like broader footpaths, rubbish bins, lighting, roads and cycling infrastructure (beyond the scope of the project) ⚖️
- 🌳 **Canopy trees:** 13% expressed preference for large canopy trees to provide shade.
- 💡 **Maintenance:** 12% emphasised investing in ongoing maintenance and upkeep, to ensure the street improvements provide long-term benefits for Centre Road.

We asked the community **how they feel about the number of places to sit** on Centre Road. This question asked respondents to make a rating from 1–5. The average rating was 3.2 out of 5.



3.2 average

We asked the community if they had suggestions for where we could provide more seating.

37% of comments provided suggestions for additional seating areas 📍	• The seating areas should be evenly spaced along Centre Road, especially for older adults who need to rest. • The seating should be located near bus stops, pedestrian crossings, and in the shade.
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	• More seating should be set back from the road and traffic.
25% of comments think there are enough places to sit 🪑	• Need to balance public seating and seating provided by businesses to avoid clutter in the street.

Who we heard from

Regarding how the community use Centre Road — we mostly heard from:

- people who access business or services in Centre Road (89 per cent)
- residents who live in Bentleigh (60 per cent) followed by Bentleigh East (16 per cent).

Women accounted for 57 per cent of the responses, followed by men who made up 38 per cent. The top three age groups we heard from were those aged 45–54 (25 per cent), 35–44 (24 per cent) and 55–64 (21 per cent).

We heard from people from a multicultural background and people who were born overseas (13 per cent and 11 percent, respectively).

Engagement report

Background

We're getting to work delivering what our community have told us matters most — practical improvements, vibrant spaces, and a stronger, more connected Glen Eira.

Our *Better Streets, Better Places* program is making our streets safer, more lively and easier to get around.

Better Streets, Better Places is delivering a wide variety of pedestrian-focused improvement projects in Glen Eira's activity centres. This includes upgrades to amenities like street furniture, footpaths, car parks and signs — and green space and gardens, including new plantings and street trees.

Centre Road is at the heart of Bentleigh Major Activity Centre (MAC) and an important hub for the Glen Eira community. We have heard from our community and are taking action to refresh the Centre Road streetscape. A well-designed and inviting public space will enhance the shopping strip's appeal, encouraging more foot traffic, and supporting local businesses.

We're improving the shopping strip along Centre Road from Rose Street (west) to Jasper Road (east) with refreshed landscaping and upgraded public seating. The project will be delivered in stages to minimise disruption to local business and the community.

Community engagement on the concept plan took place over a four-week period from 31 March to 27 April 2025.

Communication activities

A communication campaign using multiple channels raised awareness and engaged our broader community, targeted population groups and local stakeholders. The communication channels used, and their reach are detailed in the table below.

Communication activities	Reach
Glen Eira News Article in April edition	Delivered to approx. 64,500 residences
Have Your Say engagement page Live with the survey available	Views: 173 Visitors: 148 Followers: Seven
Social media Facebook and Instagram	Views: 39,368 Reach: 21,661 Interactions: 281 Link clicks: 340

Glen Eira City Council Facebook and Instagram accounts concluded the campaign with 6 posts, including main feeds and stories.	
Community engagement e-newsletter April edition	Recipients: 4472 Opened: 2427 Link clicks: 87 Click throughs to engagement (Better Streets, Better Places): 52 Click throughs to engagement (Centre Road, Bentleigh): 56
Email promotion	Emails distributed to networks via Council's City Economy and Diversity and Inclusion teams. Email to Elsternwick Traders Association.
Poster Shared at Council facilities including Glen Eira Town Hall and Glen Eira Libraries. Shared with members of the Bentleigh Traders Association. Corflute posters were installed in Staniland Grove.	15 posters 12 corflutes
Postcard Shared at Council facilities including Glen Eira Town Hall and Glen Eira Libraries. Shared with members of the Bentleigh Traders Association. Shared with the community at pop-up engagement activities.	200 postcards

Engagement activities

Engagement activities were conducted online and in-person in Bentleigh to reach and capture the views of a diverse range of residents and population groups.

The primary online engagement activity was a survey through Council's Have Your Say platform, supported by a public forum gather tool. An in-person pop up engagement activity was held in Centre Road Bentleigh

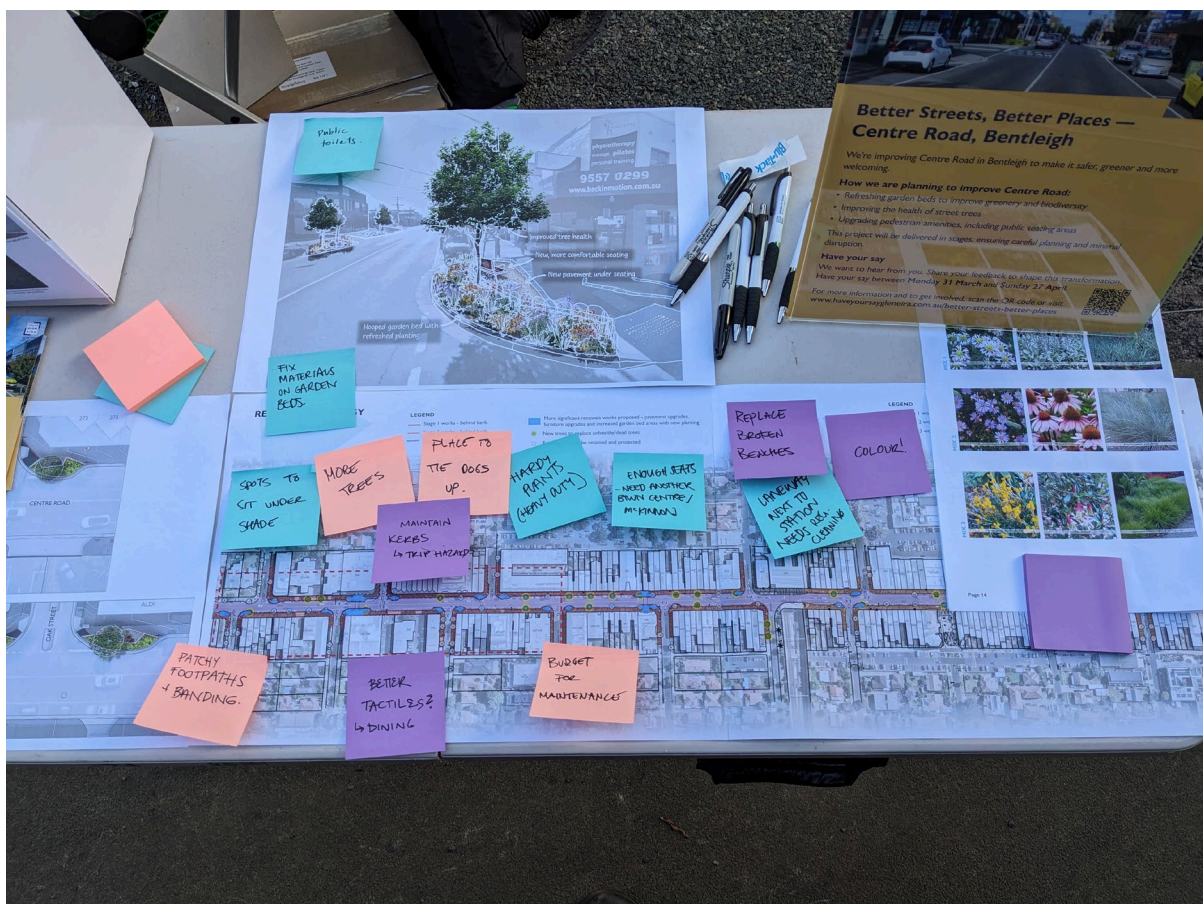
A snapshot of all engagement activities is captured below, and a detailed summary of each activity is provided further in this report.

Engagement activities	Number who participated
Have Your Say online community survey	113 submissions
Have Your Say quick poll	135 votes
In-person engagement events	One in-person pop up activity
Email submissions	0 emails
Resident phone calls	0 calls

Engagement events

Pop-up engagements

An in-person engagement activity was held in Centre Road on 9 April 2025. The community were invited to submit comments on the concept plan — which were recorded by Council officers with sticky-notes.



The comments have been grouped into the following themes.

Gardens and greenery 🌻

- “Hardy plants (heavy duty)”

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- “More trees”
- “Colour!”
- “Fix materials on garden beds”

Seating

- “Spots to sit under shade”
- “Enough seats — need another between Centre / McKinnon”
- “Replace broken benches”

Maintenance

- “Laneway next to station needs regular cleaning”
- “Budget for maintenance”
- “Maintain kerbs — trip hazard”

Footpaths and street furniture

- “Patchy footpaths and banding”
- “Better tactiles — dining”
- “Place to tie up dogs”

Have your say webpage

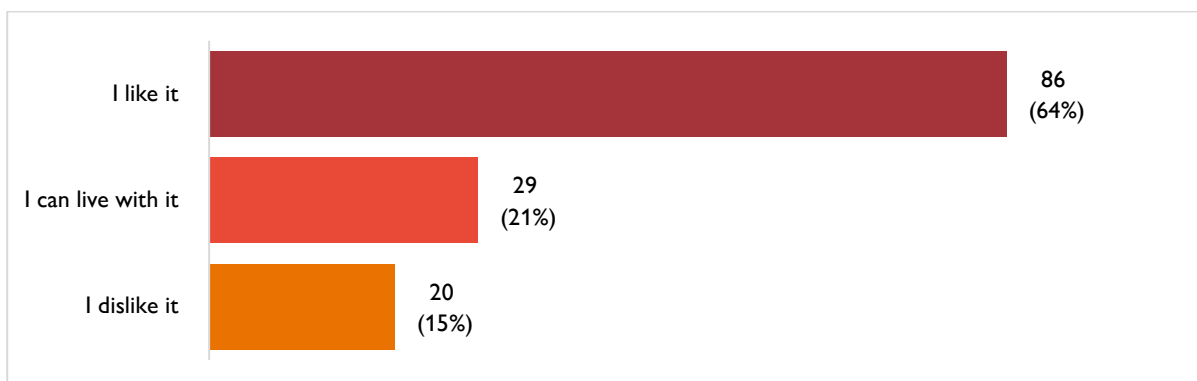
Quick poll

The quick poll tool invited website visitors to vote on the following question.

How do you feel about the proposed streetscape improvements on Centre Road?

- I like it
- I can live with it
- I dislike it

The quick poll received 135 votes — with 64 per cent voting for ‘I like it’.

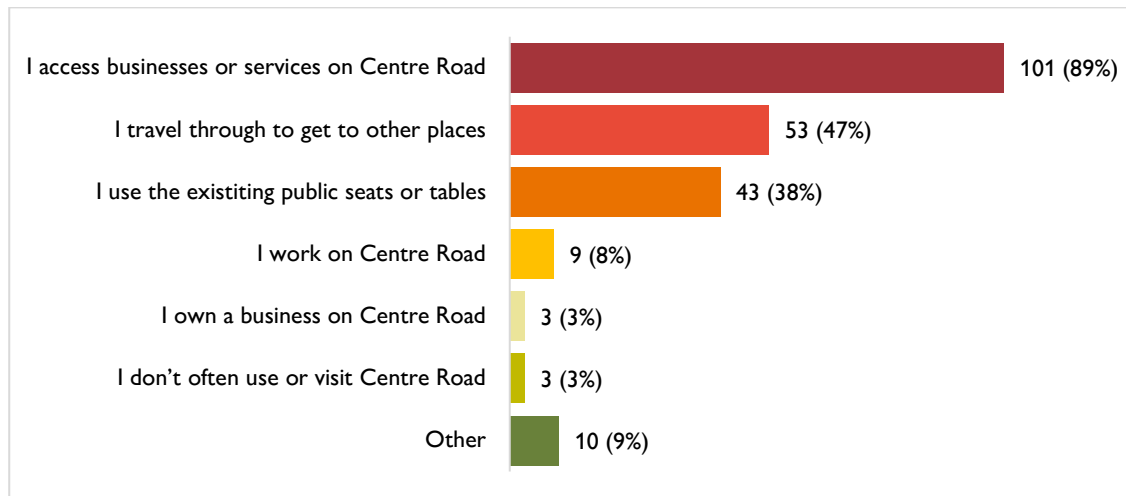


Survey responses

Question one: What best describes your main activity in Centre Road?

This was a required question. It received a 100 per cent response rate (113 respondents).

Most respondents visit Centre Road to access business or services 89 per cent response rate (101 respondents).

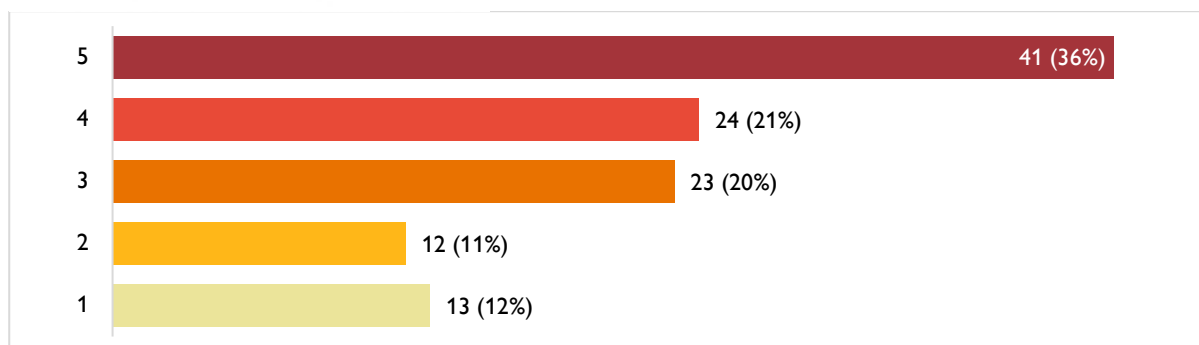


Other: Respondents live on or near Centre Road or visit Centre Road for socialising and leisure.

Question two: How do you feel about the proposed improvements to garden beds, street trees, and public seating areas?

This was a required question. It received a 100 per cent response rate (113 respondents).

This question asked respondents to make a rating from 1–5. The average rating was 3.6 out of 5.



Question three: Do you have any comments on the proposal to improve the garden beds, street trees and public seating areas?

This was an optional question. It received an 88 per cent response rate (99 respondents).

Most of the comments indicated support for the proposed garden bed and seating improvements outlined in the concept plan.

Theme	Description of comments	# of comments	% of comments
Support the proposal 🙌	Comments in support for the proposed garden bed and seating improvements.	46	46%
Prioritise other upgrades ⚖️	Comments related to upgrading the broader footpaths, rubbish bins, lighting, roads and cycling infrastructure.	29	29%
Canopy trees 🌳	Broad support for the proposal with comments related to larger canopy trees being planted.	13	13%
Other comments: Maintenance: 12 comments (12%) emphasised that Council must invest in ongoing maintenance and upkeep, to ensure the street improvements provide long-term benefits for Centre Road. More seating: 6 comments (6%) requesting additional seating. (See question four for further analysis). Vandalism: 5 comments (5%) expressed concerns about vandalism to upgraded garden beds. 10 comments (10%) expressed concerns about the cost of the project and priorities for Council's spending. 6 comments (6%) expressed concerns about the proposal and impacts on allergies and driver safety because of the upgraded garden beds. 17 comments (17%) were beyond the scope of the project.			

Illustrative quotes:

- “We need so much more green in the concrete jungle.” — Woman, 45–54, Bentleigh East.
- “It will help! Centre Road feels like it lacks green areas.” — Man, 45–54, Bentleigh.
- “More trees and greenery is a good thing.” — Man, 35–44, Caulfield North.
- “Basic other more important priorities. Like getting the road re done. It is unsafe and so uneven.” — Woman, 45–54, Bentleigh.
- “What a waste of money. The improvements are hardly anything and funds would be used for things that will benefit our community.” — Woman, 35–44, Bentleigh East.

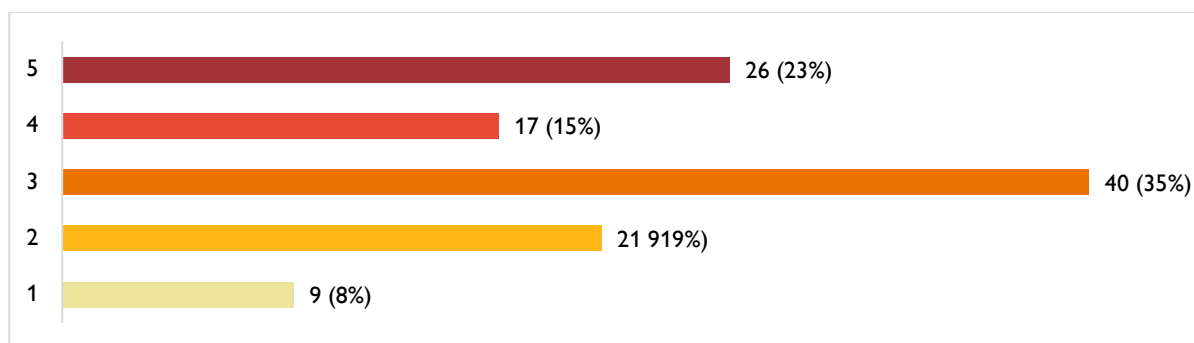
Question four: We're upgrading the existing public seating areas on Centre Road. How do you feel about the current amount of places to sit on Centre Road?

This was a required question. It received a 100 per cent response rate (113 respondents).

This question asked respondents to make a rating from 1–5. The average rating was 3.2 out of 5.



3.2 Average



Question five: Do you have suggestions for where we should add more seating?

This was an optional question. It received a 67 per cent response rate (76 respondents).

This question sought to identify if there were any significant gaps in public seating areas on Centre Road, and where more could be located if needed.

28 comments (37 per cent) expressed support for more seating and 19 comments (25 per cent) expressed that there are enough public seating areas on Centre Road.

Theme	Description of comments	# of comments	% of comments
More seating areas 	- Broad comments that there should be more public seating areas on Centre Road. - The seating areas should be evenly spaced along Centre Road, especially for older adults who need to rest. - The seating should be located near bus stops and pedestrian crossings. - The seating should be located in the shade or under trees. - More seating should be set back from the road and traffic. - The seating should provide adequate back and arm support for older adults.	28	37%

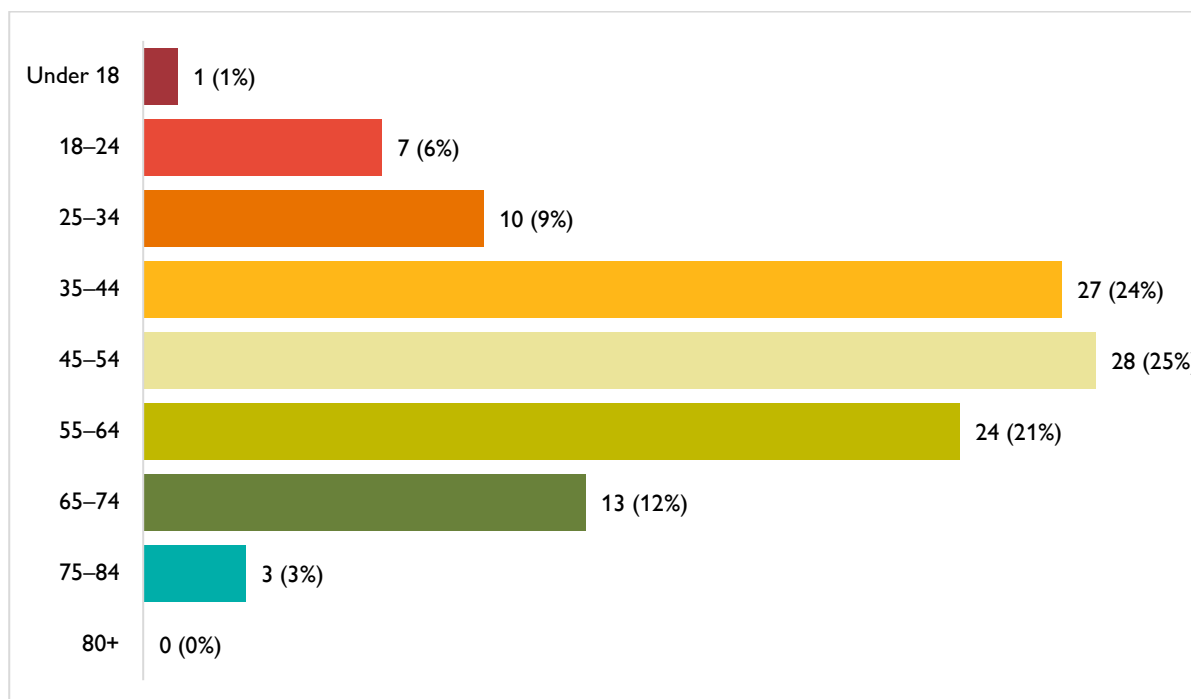
Theme	Description of comments	# of comments	% of comments
Happy with the amount of places to sit 🪑	- Comments that there are enough public seating areas on Centre Road. - Need to balance public seating and seating provided by businesses to avoid clutter in the street.	19	25%
Other comments: Maintenance: 4 comments (5%) emphasised that Council must invest in ongoing maintenance and upkeep, to ensure the street improvements provide long-term benefits for Centre Road. 26 comments (34%) were unrelated to the scope of the question.			

Demographic profile

Question six: What is your age?

This was a required question. It received a 100 per cent response rate (113 respondents).

All age groups were represented in responses. Most respondents were aged 45–54 (25 per cent, 28 respondents), followed by those aged and 35–44 (24 per cent, 27 respondents).



Question seven: What is your gender?

This was a required question. It received a 100 per cent response rate (113 respondents).

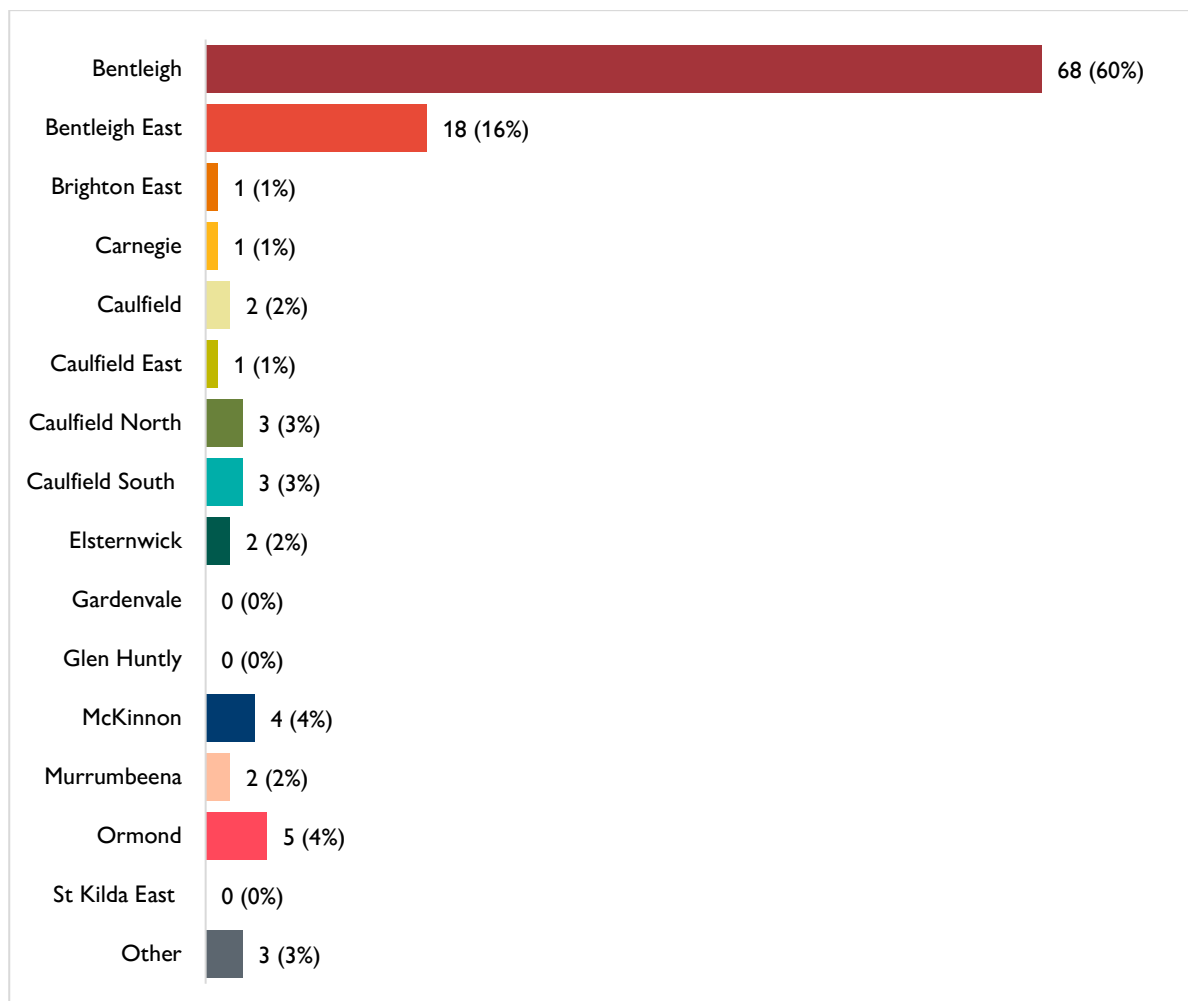
Most respondents were women 57 per cent (64 respondents), followed by men 38 per cent (43 respondents).



Question eight: What suburb do you live in?

This was a required question. It received a 100 per cent response rate (113 respondents).

Most respondents live in Bentleigh 60 per cent (68 respondents) followed by Bentleigh East 16 per cent (18 respondents).



Other Suburbs: Moorabbin, Brighton and Prahran.

Question nine: Do you identify as any of the following?

This was a required question. It received a 100 per cent response rate (113 respondents).

We heard from people from a multicultural background and people who were born overseas (13 per cent and 11 per cent, respectively).

